DOCUMENT RESUME

ED 373 783 IR 055 138

TITLE	UNESCO CD-ROM. Prototype Evaluation Summary.
INSTITUTION	United Nations Educational, Scientific, and Cultural Organization, Paris (France).
REPORT NO	UNESCO-DIT-92/WS-6
PUB DATE	Aug 92
NOTE	54p.
PUB TYPE	Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	Databases; Foreign Countries; Graphs; Information Retrieval; International Organizations; Mail Surveys; *Optical Data Disks; Program Evaluation; *Program Implementation; Questionnaires; Reference Services; *User Satisfaction (Information); Use Studies
IDENTIFIERS	Prototypes; UNESCO; United States

ABSTRACT

This document reports the result of a study carried out to evaluate the installation and use of the UNESCO CD-ROM prototype. A questionnaire in English and French was sent to about 267 institutions around the world. Replies were received from 97 bodies, giving a response rate of about 36%. Almost all respondents were information professionals in charge of staff, and the sample was composed chiefly of public bodies and large organizations. Results from the survey included the following information: the UNESCO CD-ROMs are usually installed in reference rooms and available on a self-service basis; installation was considered easy by 94.8% of the respondents; the instructions for installation found in the user manual were considered appropriate; the number of databases held by the organizations surveyed was large and included MEDLINE, ERIC, UNESCO, and PSYCLIT; the satisfaction rate for the CD-ROM was 78.4%; and the CD-ROM was considered easy to use by 85.6% of the respondents. Several graphs present data, and the questionnaire used in the study is included. (JLB)

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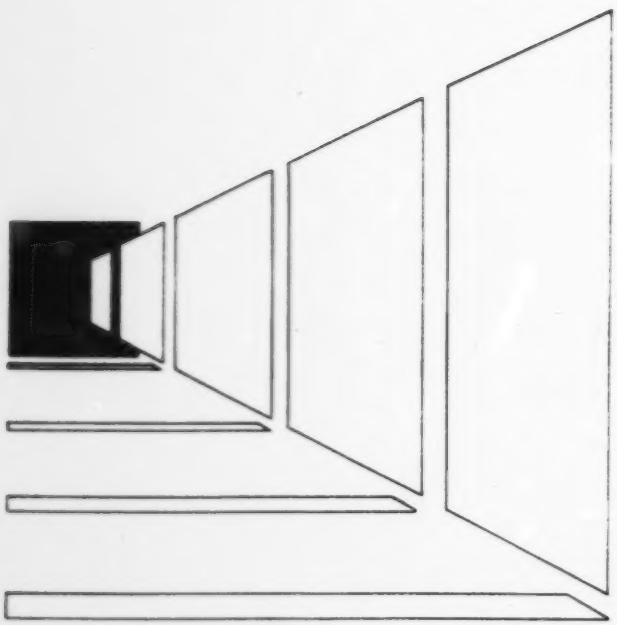
DIT 92/WS-6

ED 373 783

UNESCO CD-ROM

PROTOTYPE EVALUATION SUMMARY



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UNESCO CD-ROM

PROTOTYPE EVALUATION SUMMARY

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Scientific and Cultural Organization

August 1992

CONTENTS

		Page
I	**PURPOSE AND METHOD USED**	3
II	**COMPOSITION OF THE SAMPLE**	4
III	**MAIN FINDINGS**	16
	31 INSTALLATION	17
	32 USE	26
	33 EXPECTATIONS	36
	BY WAY OF CONCLUSION	42
IV	**ANNEX**	

1 PURPOSE AND METHOD USED

At the request of UNESCO, CLE MARKETING carried out a quantitative study for the purpose of evaluating the installation and use of the UNESCO CD-ROM prototype.

A questionnaire in English and in French was sent to about 267 bodies.

Replies were received from 97 bodies, giving a response rate of about 36 per cent.

NOTE

A response rate of 36 per cent for a postal survey is satisfactory and reflects the interest shown in the question of documentation by the bodies concerned.

However, it is to be observed that the 'did not answer' percentages are high, particularly for questions requiring more extensive experience of the prototype.

II COMPOSITION OF THE SAMPLE

Latin America is under represented in the sample. The low rate of response may be due partially to the fact that the questionnaire sent was in English

Almost all respondents are information professionals in charge of staff, being directors or heads of information departments, documentalists or librarians.

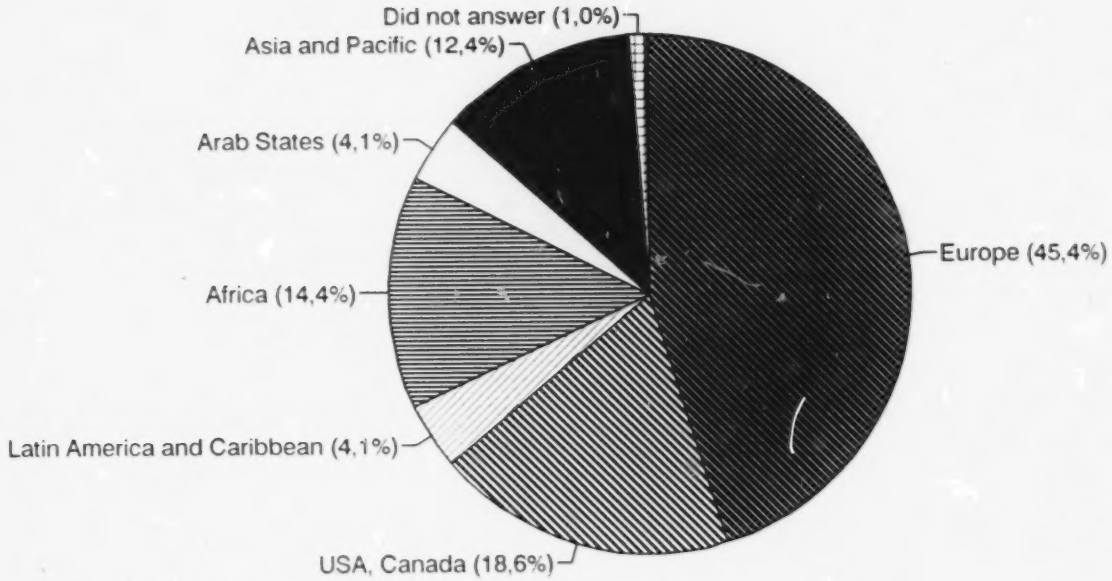
The sample is composed chiefly of public bodies and large organizations.

The number of documentation department users is high (about 60% of the organizations surveyed receive more than 100 users per month).

Documentation stocks are large.

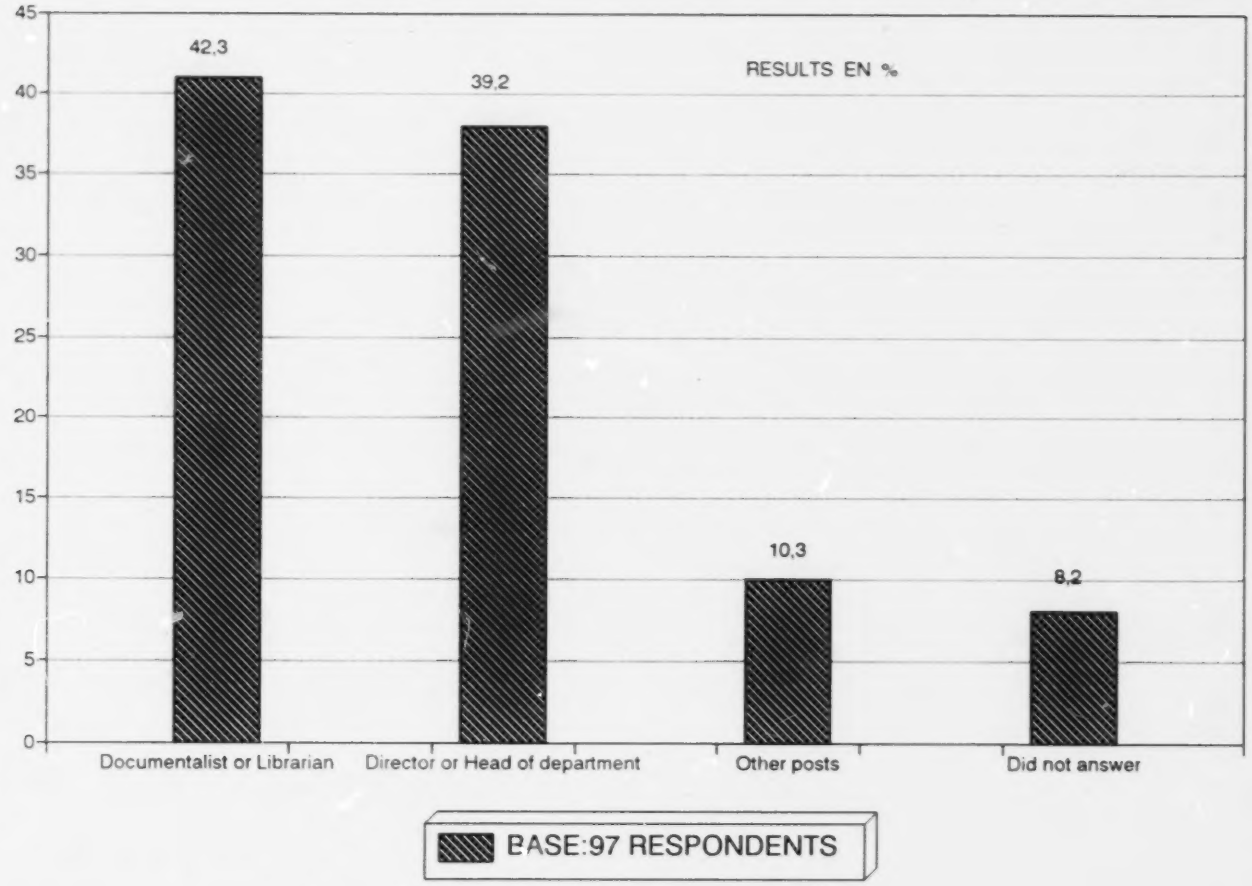
The budget for the purchase of documentation average between 100,000 french francs and 500,000 french francs.

DISTRIBUTION OF RESPONDENTS BY REGION

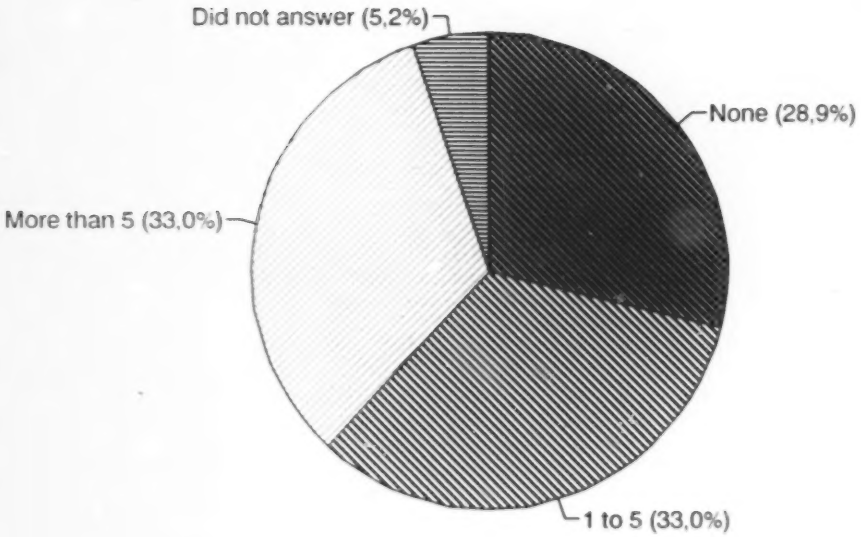


BASE : 97 RESPONDENTS

POSTS HELD BY RESPONDENTS

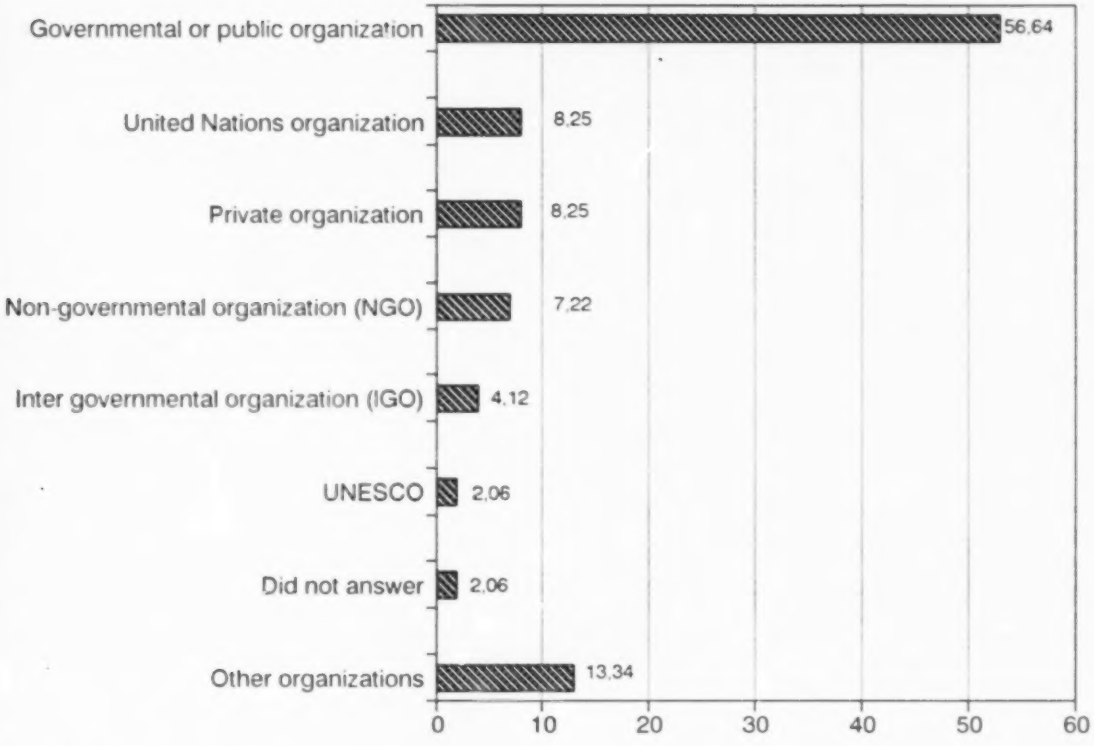


NUMBER OF STAFF UNDER AUTHORITY OF RESPONDENT



BASE : 97 RESPONDENTS

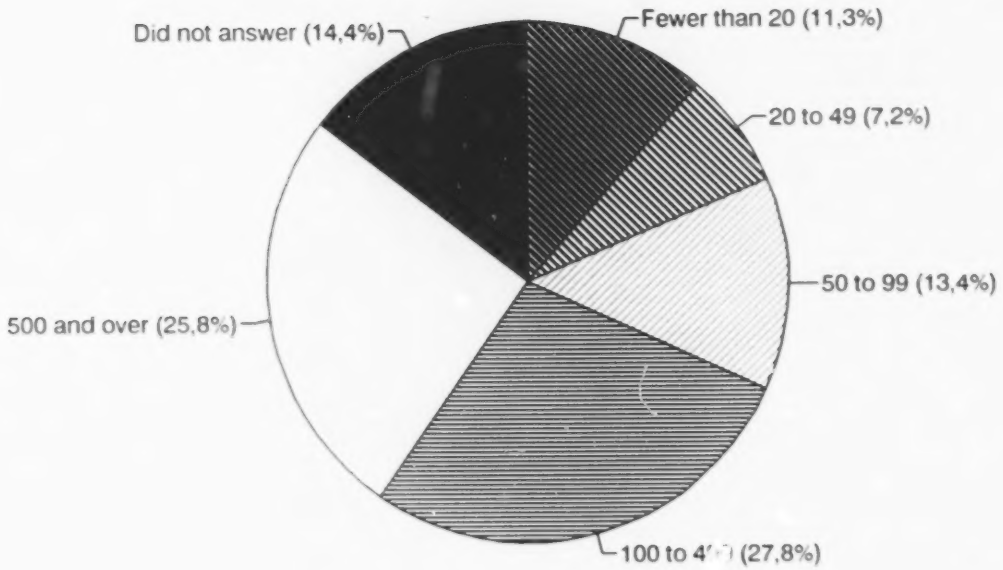
TYPE OF ORGANIZATION



FIGURES REPRESENT PERCENTAGE

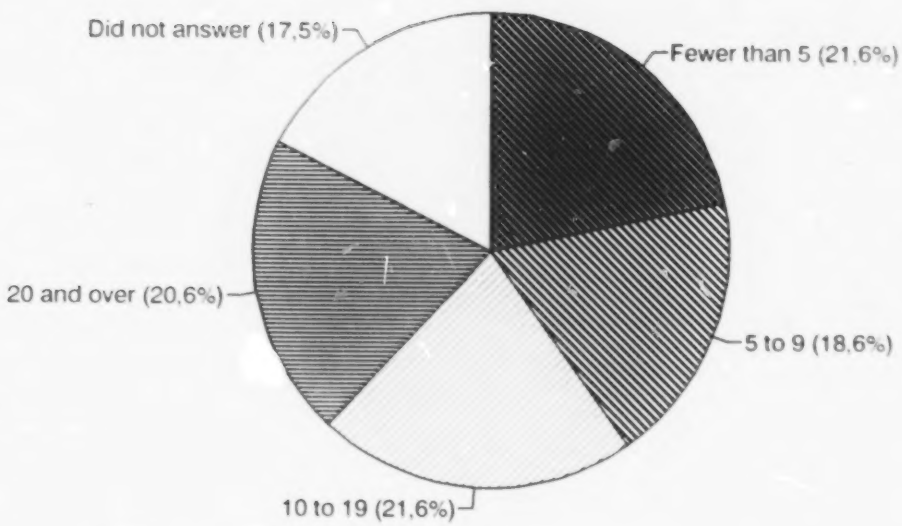
BASE:97 RESPONDENTS

NUMBER OF STAFF IN ORGANIZATION



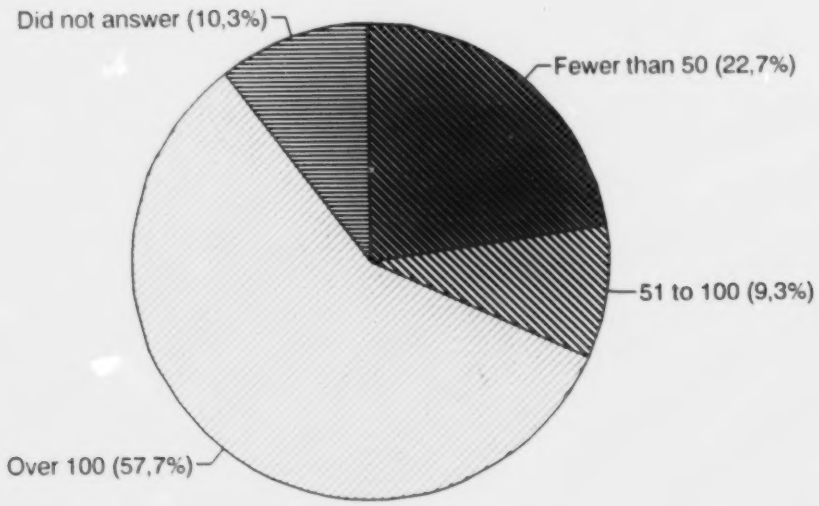
BASE : 97 RESPONDENTS

NUMBER OF STAFF IN DOCUMENTATION DEPARTMENT



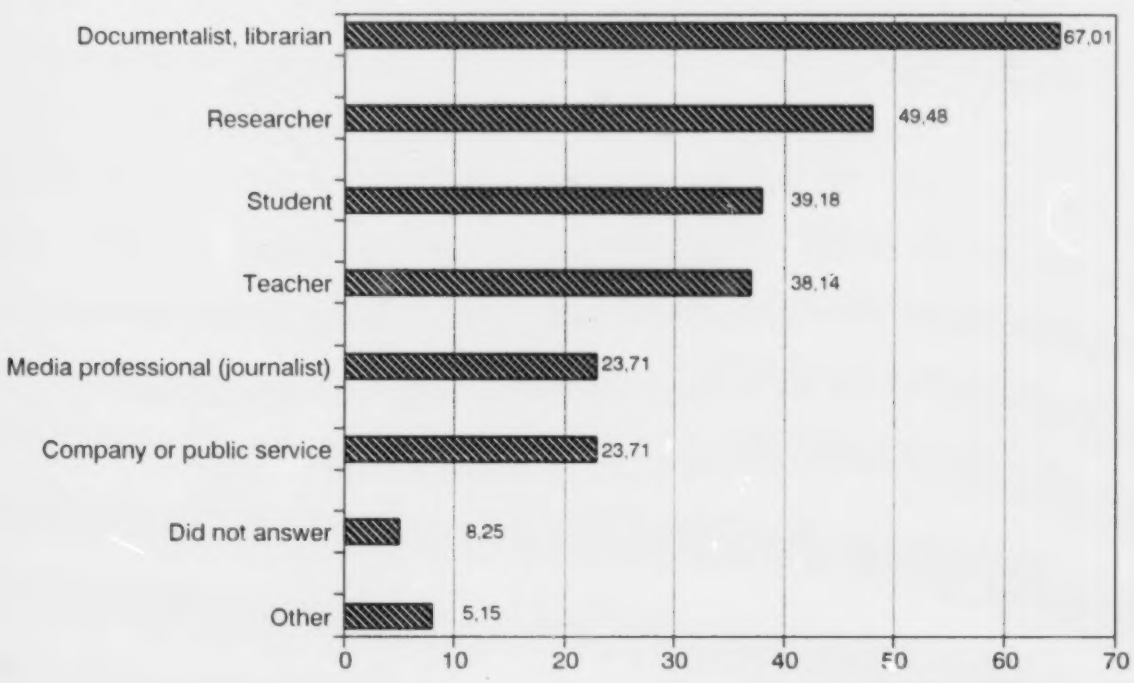
BASE : 97 RESPONDENTS

NUMBER OF USERS OF DOCUMENTATION SERVICE (PER MONTH)



BASE : 97 RESPONDENTS

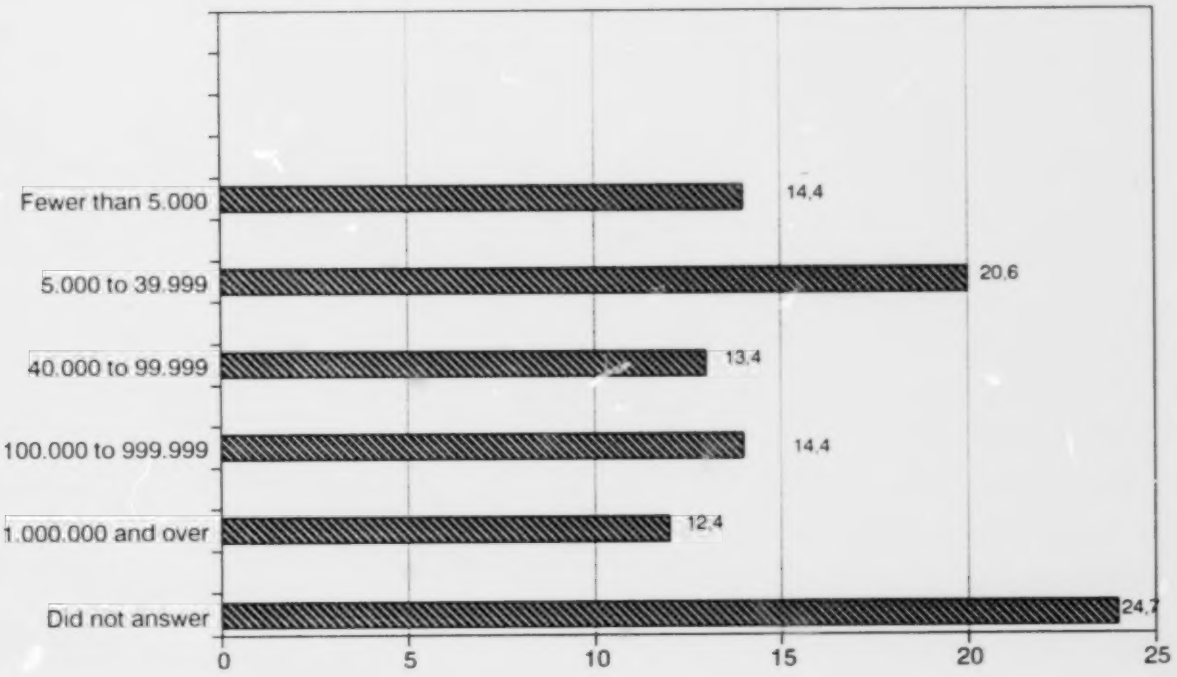
OCCUPATION OF USERS OF DOCUMENTATION SERVICE



FIGURES REPRESENT PERCENTAGE

BASE:97 RESPONDANTS

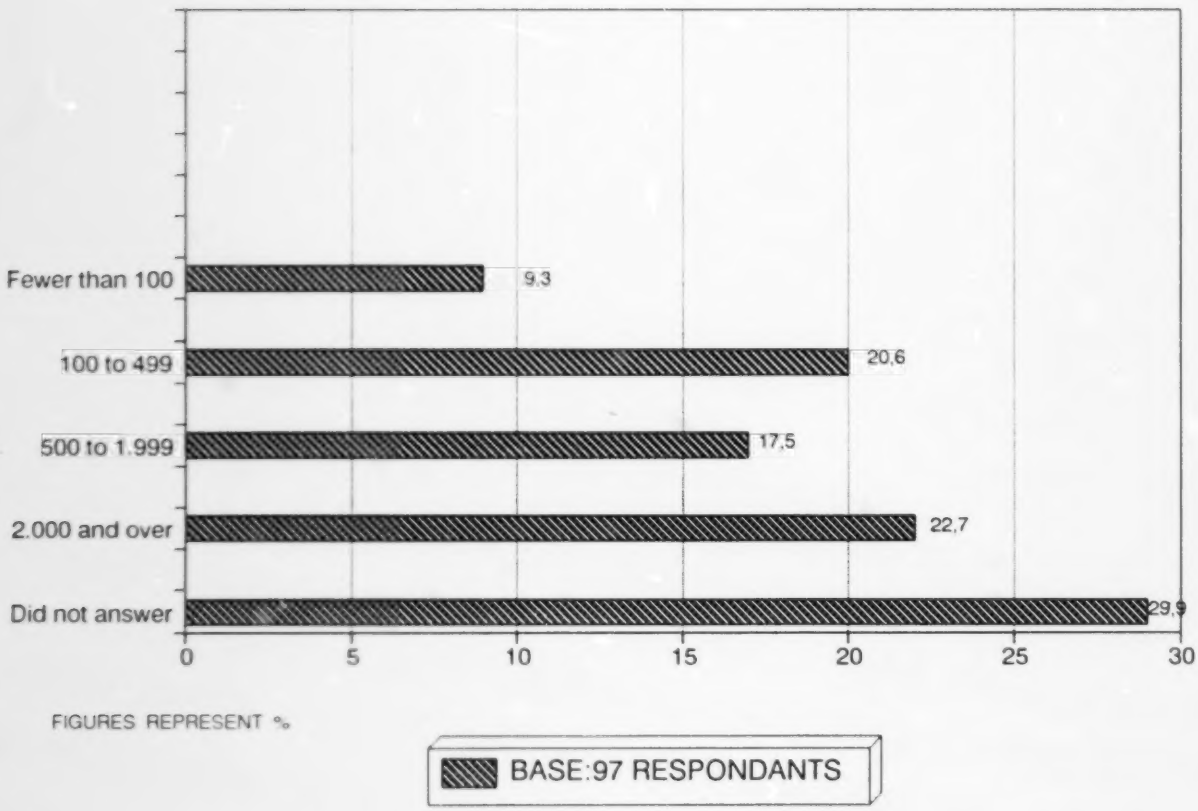
HOLDINGS OF DOCUMENTATION SERVICE
NUMBER OF MONOGRAPHS



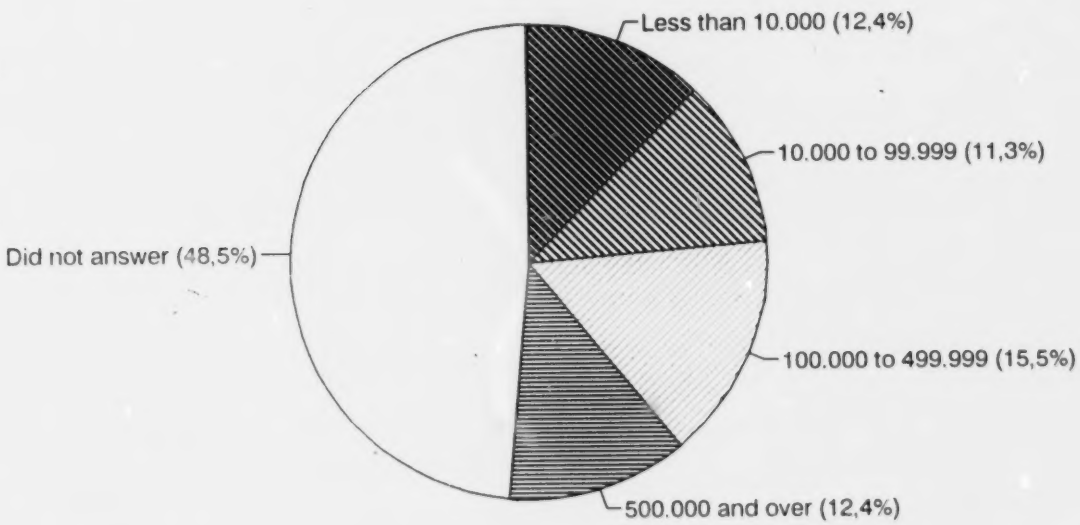
FIGURES REPRESENT %

BASE:97 RESPONDENTS

HOLDINGS OF DOCUMENTATION SERVICE
NUMBER OF PERIODICALS



AVERAGE ANNUAL BUDGET ALLOCATED TO ACQUISITION OF DOCUMENTS (in $ dollars)



BASE : 97 RESPONDENTS

III MAIN FINDINGS

31. Installation of the CD-ROM

311. Conditions of installation

312. Evaluation of installation procedure

32. Use

321. Conditions of use

322. User satisfaction

323. Use of the CD-ROM

33. Expectations

331. Information and language

332. Price and updating

31. Installation of the CD-ROM

311. Conditions of installation

Location

Wording of question 1(a) Where have you installed the UNESCO CD-ROM?

Reference room	30.9%
Private office	25.8%
Elsewhere (library, computer room, etc.)	19.6%

(A total of 97 respondents constitute 100%)

The CD-ROM is usually installed in the reference room.

Availability

Wording of question 1(b) Is it available on a self-service basis?

Yes	53.6%
No	43.3%
Did not answer	3.1%

(A total of 97 respondents constitute 100%)

53.6% of installed CD-ROMs are available on a self-service basis, but they are not, as a rule, in Africa and in the Arab States.

Equipment

Make of CD-ROM player

Wording of question 1(c): On what type of equipment?

Hitachi	52.6%
Philips	16.5%
Sony	5.2%
Other makes (Pioneer, NEC and others)	19.6%
(A total of 97 respondents constitute	100%)

Most of the CD-ROM players are made by Hitachi.
In Africa, the most widely used make is Philips.

Screen

Wording of question 1(d): Does this equipment have a colour screen or a monochrome screen?

Colour screen		77.3%
- VGA	48.5%	
- EGA	15.5%	
- Others	13.4%	
Monochrome screen		21.6%

In most cases the equipment includes a VGA colour screen

Local network

Wording of question 1(e): Is this equipment part of a local area network?

The equipment forms part of a local area network in 20.6% of cases.
Some 55% of players linked up to a local network are installed in the reference room.

Acquisition

Wording of question 1(f): Was this equipment already installed or specially acquired?

Three organizations purchased their equipment specially for the CD-ROM but the majority had acquired it earlier.

Number of data bases available

Wording of question 1(g): How many data bases do you have (apart from UNESCO ones)?

1 to 5	29.9 %
6 to 10	24.9 %
11 to 20	20.6 %
More than 20	20.6 %
0	3.1 %
Did not answer	1.0 %

(A total of 97 respondents constitute 100%)

In addition to UNESCO ones, more than half the organizations have from 1 to 10 data bases.

The most frequently used data bases are:

(Ranked in decreasing order by number of times mentioned)

MEDLINE	BOOKS IN PRINT
ERIC	PASCAL
UNESCO	ULRICH
PSYCLIT	ABI/INFORM
COMPENDEX	ART INDEX
LISA	MLA
POPLINE	NTIS
SESAME	SCI CD ROM
SOCIAL SCIENCE CITATION INDEX	FRANCIS

Use of other mediums of consultation

Wording of question 1(h): Do you use other mediums to consult your data bases?

88.7 % of the organizations questioned make use of other mediums:

On-line access	77.3 %
Paper	50.5 %
Off-line access on floppy disk	25.8 %
Off-line access on tape	14.4 %

On-line access and paper are preferred in most cases

Preferred medium

Wording of question 1(i): Which information mediums do you like using?

1	CD-ROM
2	On-line access
3	Off-line access on floppy disk
4	Paper
5	Off-line access on tape

The information mediums ranked highest are:

The CD-ROM

On-line access.

On-line access is preferred for:

Speed

Regular updating

Lower cost

The wide range of data bases available

The CD-ROM is preferred for:

Ease of use and rapidity

Cost

Storage capacity

Freedom from limitations

Time taken for installation

Wording of question 2(a): Please give the exact date on which you received the CD-ROM. Wording of question 2 (b): Please give the date on which the CD-ROM was installed.

1 week	4.1 %
less than 15 days	27.8 %
about 15 days	5.2 %
1 month	30.9 %
2 to 3 months	14.4 %
more than 3 months	5.2 %
Did not answer	12.4 %

(A total of 97 respondents constitute 100%)

The average time taken to install the system was one month.

Person responsible for installation

Wording of question 3(a): Who installed the CD-ROM?

In-house computer scientist	44.3 %
Librarian or documentalist	36.0 %
Head of department	10.3 %
Researcher	4.1 %

Student	3.1 %
Outside computer scientist	2.1 %

(A total of 97 respondents constitute 100%)

The person installing the system was usually an in-house computer scientist or a librarian or documentalist.

Time taken to install the CD-ROM

Wording of question 3(b): How long did it take to install the CD-ROM?

Less than 1 hour	81.4 %
Half a day	8.2 %
1 day	1.0 %
More than a day	6.2 %

In 81.4 % of cases the CD-ROM was installed in less than 1 hour.

312. EVALUATION OF INSTALLATION PROCEDURE

Difficulty of installation

Wording of question 4(a): Did you encounter any difficulties during its implementation?[sic]

No	85.6 %
Yes	14.4 %

(A total of 97 respondents constitute 100%)

In the great majority of cases there were no problems with installation.

Evaluation of installation

Wording of question 4(b): In your opinion, the implementation [sic] of the UNESCO CD-ROM was

Easy		94.8 %
(Fairly easy	49.5 %	
Very easy	45.4 %)	
Difficult		5.2 %
(Fairly difficult	5.2 %)	

(A total of 97 respondents constitute 100%)

The great majority of repondents considered the CD-ROM easy to install.

Use of the User Manual chapter on installation.

Wording of question 5: Was the chapter of the User Manual on installation read and used?

Yes	68 %
No	30.9 %
Did not answer	1.0 %

(A total of 97 respondents constitute 100%)

Wording of question 5(a): Did you consider the information and instructions to be satisfactory?

Yes		57.7 %
	(Yes,very	28.9 %
	Yes, fairly	28.9 %)
No		6.2 %
	(Not really	6.2 %)

(A total of 66 respondents constitute 100%)

The Manual's chapter on installation was read and used in 68% of cases, and the instructions were satisfactory for 60% of those using it.

Wording of question 5(b): Would you have liked further information?

No	50.5 %
Yes	13.4 %

(A total of 97 respondents constitute 100%)

Half the sample did not feel the neeed for any further information to install the CD-ROM.

Problems encountered with the installation floppy disk

Wording of question 6: Did you encounter any problems with the use of the installation floppy disk?

No	91.8%
Yes	5.2%
Did not answer	3.1%

(A total of 97 respondents constitute 100%)

Hardly any problems were mentioned.

Evaluation of floppy disk instructions

Wording of question 6(a): Did the instructions and information appear satisfactory?

Yes		89.7%
	(Yes, very	39.2%
	Yes, fairly	50.5%)
No		4.1%
	(Not really	2.1%
	Not at all	2.1%)

The instructions given by the floppy disk were satisfactory for about 90% of the bodies surveyed

Wording of question 6(b): Would you have liked further information?

No	77.3%
Yes	8.2%
Did not answer	14.4%

(A total of 97 respondents constitute 100%)

77.3% of those questioned did not feel the need for further information.

321. CONDITIONS OF USE

Use of the Manual

Wording of question 7(a): Is the User Manual used?

From time to time	60.8%)	
The first time	22.7%)	92.8%
Each time	9.3%)	
Never	5.2%	
Did not answer	2.1%	

(A total of 97 respondents constitute 100%)

Most of the organizations questioned make use of the Manual, which is generally referred to from time to time.

Wording of question 7(b): Is it kept next to the microcomputer?

Yes	73.2%
No	25.8%
Did not answer	1.0%

The Manual is usually kept beside the microcomputer.

Wording of question 7(c): Do you find the instructions and information it contains satisfactory?

Yes			77.3%
	(Yes, very	15.5%	
	Yes, fairly	61.9%)	
No			12.4%
	(Not really	12.4%)	

The instructions provided appear to be satisfactory in 77.3% of cases.

Wording of question 7(d): Would you like further information?

No	57.7%
Yes	24.7%
Did not answer	17.5%

More than half the sample felt no need for further information.

Problems encountered in using the CD-ROM

Wording of question 8(a): Have any problems been encountered in the use of the CD-ROM?

No	68%
Yes	23.7%
Did not answer	8.2%

On the whole, there have been few problems in using the CD-ROM.

Evaluation of use

Wording of question 8(b): Do you consider the use of the UNESCO CD-ROM to be...

Easy		85.6%
(Very easy	22.7%	
Fairly easy	62.9%)	
Difficult		12.4%
(Fairly difficult	12.4%)	

(A total of 97 respondents constitute 100%)

Use of the CD-ROM is considered easy by 85.6% of the responding bodies.

322. USER SATISFACTION

Evaluation of the screens

Wording of question 9(a) As regards the screens, do the following points seem...

The division into windows at the top of the screen

Approbatory answers 86.6%
(Excellent 26.8%
Satisfactory 59.8%)

Disapprobatory answers 11.3%
(Fair 8.2%
Bad 3.1%)

Clarity of presentation

Approbatory answers 83.5%
(Excellent 20.6%
Satisfactory 62.9%)

Disapprobatory answers 14.4%
(Fair 12.4%
Bad 2.1%)

Colours

Approbatory answers 71.1%
(Excellent 23.7%
Satisfactory 47.4%)

Disapprobatory answers 10.3%
(Fair 8.2%
Bad 2.1%)

Instructions given at the bottom of the screen

Approbatory answers 68%
(Excellent 15.5%
Satisfactory 52.6%)

Disapprobatory answers 25.8%
(Fair 19.6%
Bad 6.2%)

The screens appear to be satisfactory in every respect.

The help screens

Wording of question 9(b): As regards the 'help' screens, were you satisfied with the following points?

Clarity of presentation

Yes		81.4%
	(Yes, very	25.8%
	Yes, fairly	55.7%)
No		11.3%
	(Not really	7.2%
	Not at all	4.1%)

Adequacy of the explanations

Yes		77.3%
	(Yes, very	20.6%
	Yes, fairly	56.7%)
No		15.5%
	(Not really	12.4%
	Not at all	3.1%)

The help screens also appeared to be satisfactory.

Error messages

Wording of question 9(c): Do the 'error' messages seem clear?

Yes		64.9%
	(Yes, very	9.3%
	Yes, fairly	55.7%)
No		19.6%
	(Not really	16.5%
	Not at all	3.1%)
Did not answer		15.5%

64.9% of those questioned considered the 'error messages' to be clear.

Retrieval mode used

Wording of question 9 c): Which of the two retrieval modes is most used?

Expert mode	16.5 %
Assisted mode	46.4 %
Used equally	28.9 %
Did not answer	8.2 %

(A total of 97 respondents constitute 100%)

The most widely used retrieval mode is the assisted mode

Use of the expert mode

27.8 % of users have experience of the micro CDS/ISIS software

10.3 % of users have no experience of that software

(A total of 97 respondents constitute 100%)

The expert mode is used chiefly by professionals and researchers.

Use of the assisted mode

The assisted mode is:

Easy		66 %
(Very easy	27.8 %	
Fairly easy	38.1 %)	
Difficult		8.2 %
(Fairly difficult	7.2 %	
Very difficult	1.0 %)	

(A total of 97 respondents constitute 100%)

Have you experienced any difficulties?

No	47.4 %
Yes	18.6 %
Did not answer	9.3 %

(A total of 97 respondents constitute 100%)

The assisted mode was considered easy to use by 66% of respondents.

Half the persons surveyed did not encounter any difficulties in using it.

Print-out and display

Wording of question 9 e): As regards print-out and display for each data base:

Format most often used

	Short format	Long format
UNESBIB	28,9%	49,5%
IBEDOCS	28,9%	41,2%
ICOMMOS	29,9%	40,2%
DARE	25,8%	39,2%
ENERGY	25,8%	38,1%
UNESDATA	26,8%	39,2%
Did not answer	60,8%	39,2%

(A total of 97 respondents constitute 100%)

Whatever the data base, the long format is more widely used.

Overall satisfaction

Wording of question 15: Taken as a whole, are you satisfied with this UNESCO CD-ROM?

Yes		78.4 %
(Yes, very	27.8 %	
Yes, fairly	50.5 %)	
No		10.3 %
(Not really	9.3 %	
Not at all	1.0 %)	
Did not answer		11.3 %

(A total of 97 respondents constitute 100%)

Level of satisfaction by criterion

Wording of question 16: Please rate your level of satisfaction on the basis of the following criteria: Yes very; yes fairly; not really; not at all.

Ease of use

Yes		85.6 %
(Yes, very	27.8 %	
Yes, fairly	57.7 %)	
No		10.3 %
(Not really	10.3 %)	

Content of data bases

Yes		82.5 %
(Yes, very	27.8 %	
Yes, fairly	54.6 %)	
No		7.2 %
(Not really	6.2 %	
Not at all	1.0 %)	

Consultation principle

Yes		79.4 %
(Yes, very	34 %	
Yes, fairly	45.4 %)	
No		8.2 %
(Not really	8.2 %)	

Display, print-out, remote loading

Yes		76.3 %
	(Yes, very	22.7 %
	Yes, fairly	53.6 %)
No		13.4 %
	(Not really	12.4 %
	Not at all	1.0 %)

Help with retrieval

Yes		73.2 %
	(Yes, very	14.4 %
	Yes, fairly	58.8 %)
No		21.6 %
	(Not really	19.6 %
	Not at all	2.1 %)

Speed of retrieval

Yes		64.9 %
	(Yes, very	17.5 %
	Yes, fairly	47.4 %)
No		30.9 %
	(Not really	22.7 %
	Not at all	8.2 %)

In regard to two criteria the CD-ROM appears to be less satisfactory.

These are:

- **Help with retrieval**
- **Speed of retrieval.**

323. Use of the CD-ROM

Frequency of consultation of data bases

Wording of question 10(a): Please classify the data bases in descending order from the most to the least used.

The data bases the most used are, in descending order:

- UNESBIB
- IBEDOCS
- DARE
- ICOMMOS
- ENERGY
- UNESDATA

Chief purpose for which CD-ROM is used

Wording of question 10(b): For what purpose do you use the UNESCO CD-ROM most? Please classify the following uses from the most to the least frequent.

1 Information retrieval
2 Demonstration
3 Formation

The CD-ROM is used chiefly for information retrieval, demonstrations and training takinf second place and third place, respectively.

Number of users per month

Wording of question 10(c): As regards the prototype UNESCO CD-ROM, about how many people use it a month?

Fewer than 10	60.8 %
11 to 30	24.7 %
31 to 50	2.1 %
More than 50	1.0 %
Did not answer	11.3 %

(A total of 97 respondents constitute 100%)

Number of times consulted per month

Wording of question 10(e): As regards the prototype UNESCO CD-ROM, about how many times a month is it consulted?

Fewer than 10	50.5 %
11 to 30	25.8 %
31 to 50	8.2 %
More than 50	3.1 %
Did not answer	12.4 %

(A total of 97 respondents constitute 100%)

In about 60% of the bodies surveyed, there were fewer than 10 users or consultations per month.

Occupation of users

Wording of question 10 d): As regards the prototype UNESCO CD-ROM, who used it the most?

The users are, in decreasing order:

professionals (librarians and documentalists)

researchers

students

teachers

consultants

company or public service personnel.

33. EXPECTATIONS

331. Information and language

Additional information

Wording of questionnaire 11: Did you find any gaps in the data or categories of information for any of the CD-ROM data bases?

	Yes	No	Did not reply
UNESBIB	4,1%	54,6%	41,2%
IBEDOCS	3,1%	52,6%	44,3%
ICOMOS	5,2%	49,5%	45,4%
DARE	1,0%	49,5%	49,5%
ENERGY	3,1%	49,5%	47,5%
UNESDATA	1,0%	50,5%	48,5%

(A total of 97 respondents constitute 100%)

Most respondents did not expect other information from any of the databases.

Language used in the user manuals

Wording of question 12(a): The installation and user manuals were written in English. Was this appropriate for you?

Yes		82,5%
	(Yes, very	59,8%
	Yes, fairly	22,7%)
No		13,4%
	(Not really	9,3%
	Not at all	4,1%)

(A total of 97 respondents constitute 100%)

The great majority of respondents regarded use of English as satisfactory.

Preferred language for messages on the screen

English	67%
French	14.4%
Spanish	11.3%

(A total of 97 respondents constitute 100%)

English is the most widely requested language though respondents in Latin America asked for Spanish.

Interest in other data bases

Wording of question 17: Which other UNESCO data bases would you be interested in?

UNESCO THESAURUS
STUDY ABROAD
Directory of research and training centres for the teaching of science and technology
Directory of institutions specializing in computer science
Index TRANSLATIONUM
Education THESAURUS
Did not answer

(A total of 97 respondents constitute 100%)

All the data bases proposed appeared to arouse interest, the most attractive ones being the UNESCO THESAURUS and STUDY ABROAD.

Familiarity with printed documents

Wording of question 18: Do you know of, or possess, any printed documents (paper) which correspond to the following five UNESCO CD-ROM data bases?

	Have heard of		Possess	
	Yes	No	yes	No
UNESBIB: List of UNESCO documents and publications	51,5 %	11,3 %	48,5 %	32 %
IBEDOCS: IBE Documentation Centre Catalogue	30,9 %	37,1 %	13,4 %	52,6 %
ENERGY: International directory of new and renewable energy information sources and research centres	38,1 %	35,1 %	14,4 %	53,6 %
DARE: . World Directory of Social Science Institutions	27,8 %	23,7 %	17,5 %	33 %
. World List of Social Science Periodicals	30,9 %	22,7 %	29,9 %	34 %
. Selective inventory of Social Science Information and Documentation Services	25,8 %	25,8 %	23,7 %	36,1 %
. Directory of Social Science Information Courses	19,6 %	34 %	23,7 %	38,1 %
. World Directory of Teaching and Research Institutions in International Law	19,6 %	38,1 %	16,5 %	40,2 %
. World Directory of Human Rights Teaching and Research Institutions	17,5 %	41,2 %	20,6 %	37,1 %
. World Directory of Peace Research and Training Institutions	19,6 %	39,2 %	17,5 %	40,2 %
UNESDATA: Directory of UNESCO data bases	15,5 %	42,3	15,5 %	42,3 %

(A total of 97 respondents constitute 100%)

The most widely known printed documents are:

UNESBIB
ENERGY
IBEDOCS
DARE: World List of Social Science Periodicals

The most frequently purchased paper documents are:

UNESBIB
DARE: World List of Social Science Periodicals

332. PRICE AND UPDATING

Price

Wording of question 13(a) UNESCO CD-ROM may be marketed at $200. Do you consider this price acceptable?

Yes			70.1%
	(Yes, very	27.8%	
	Yes, fairly	42.3%)	
No			18.6%
	(Not really	16.5%	
	Not at all	2.1%)	
Did not answer			11.3%

More than two thirds of the persons questioned considered $200 an acceptable price.

Wording of question 13(b) What percentage of your documentation purchasing budget (paper and computer) does this represent?

Less than 10%	67%
11 to 30%	10.3%
31 to 50%	2.1%
More than 50%	1.0%
Did not answer	19.6%

This price represents less than 10% of the budget spent on the purchase of paper or computerized documentation.

Updating

Wording of question 14: The UNESCO CD-ROM will be brought up to date at regular intervals... For each data base, please state how often you think this should be.

	Twice a year	Once a year	Every two years
UNESBIB	57,7%	25,8%	2,1%
IBEDOCS	52,6%	22,7%	3,1%
ICOMOS	41,2%	29,9%	9,3%
DARE	37,1%	33,0%	8,2%
ENERGY	39,2%	29,2%	7,2%
UNESDATA	32,0%	37,1%	7,2%

(A total of 97 respondents constitute 100%)

Ideally, the CD-ROM should be updated every six months.

Future purchases

Wording of question 19: In future, would you prefer to buy,

CD-ROM	45.4%
Both CD-ROM and paper documents	43.3%
Paper documents	3.1%
Did not answer	8.2%

(A total of 97 respondents constitute 100%)

43.3% of the bodies would purchase both media, but 45% of them would purchase the CD-ROM only.

BY WAY OF CONCLUSION

Installation

- The UNESCO CD-ROMs are usually installed in reference rooms and, in more than half the cases, are available on a self-service basis.

- On receipt of the CD-ROM, the organizations took one month on average to install it. It was usually installed by an in-house computer scientist or documentalist (or librarian) in less than an hour. Installation was considered easy by 94.8% of those questioned, and in the majority of cases no problems were encountered.

- The chapter of the User Manual on installation was referred to and the instructions given regarded as appropriate.
The installation floppy disk did not pose any problems, and the instructions it contained were regarded as satisfactory.

- The most common make of equipment was Hitachi, followed by Philips. Most equipment made use of a colour screen (VGA). In 20% of cases the equipment was linked up to a local network. Three bodies purchased their equipment specifically for the UNESCO prototype.

- The number of data bases held by the organizations surveyed was large: the majority possessed from one to ten data bases in addition to the UNESCO ones. The most widely used data bases were MEDLINE, ERIC, UNESCO and PSYCLIT.

- The majority of the organizations made use of other consultation media - chiefly on-line access and paper - in addition to the CD-ROM. The CD-ROM was the preferred medium, followed by on-line access.

Use

- On the whole, the level of satisfaction was high, with 78.4 per cent of satisfied users.

- Use was made of the CD-ROM User Manual, which was generally kept beside the microcomputer. The instructions given appeared to be satisfactory.

- Use of the UNESCO CD-ROM was considered easy by 85.6% of the bodies surveyed. The screens were commended and the error messages regarded as clear. It appeared to function less well in two respects: help with retrieval and speed of retrieval.

- The most widely used retrieval mode was the assisted mode, which was considered easy. The expert mode was used mainly by professionals or persons with experience of the micro CDS/ISIS software.

- The most widely used display format was the long format.

- The most widely used databases were UNESBIB, IBEDOCS and DARE. The CD-ROM is employed chiefly for information retrieval.

- Fewer than 10 persons per month use the UNESCO CD-ROM. They are chiefly professionals and researchers.

Expectations

- The bodies concerned are avid for data bases, those most sought after being the UNESCO Thesaurus and Study Abroad.

- The use of English in the Manual and on the screen is appreciated.

- The proposed cost ($200) is acceptable in that it represents less than 10% of annual budgets for the purchase of paper or computerized documentation.

- It is essential to provide for updating every year preferably twice a year.

- The existence of printed versions of five of the data bases on the UNESCO CD-ROM appears to be little known.

- As regards future policy, 45% of respondents intended to purchase CD-ROMs only; 43% both CD-ROMs and printed documents.

ANNEX

QUESTIONNAIRE
UNESCO - CD-ROM

You have received the prototype of the UNESCO CD-ROM... We would like, with the help of this questionnaire, to have your opinion concerning its installation and use... Please reply as accurately and rapidly as possible...

How to fill in the questionnaire
When replying, you should either :
- *Put a circle round the number which corresponds to your opinion*
- *Give a written answer to "open" questions where you are invited to "specify"*

IMPLEMENTATION

Q.1 a) - Where have you installed the UNESCO CD-ROM ?...
. Reference room 1
. Private office 2
. Other *(please specify)* [.....] 3

Q.1 b) - Is it available on a self-service basis ?...
. Yes 1
. No 2

Q.1 c) - On what type of equipment ?...
. Microcomputer :
  • 5 1/4" floppy disk drive 1
  • 3 1/2" floppy disk drive 2
. CD-ROM player :
  • Hitachi 1
  • Philips 2
  • Sony 3
  • Other *(please specify)* [.....] 4

Q.1 d) - Does this equipment have ?...
. A colour screen 1
  • VGA 1
  • EGA 2
  • Other *(please specify)* [.....] 3
. A monochrome screen 2

Q.1 e) - Is this equipment part of a local area network ?...
. Yes 1
. No 2

Q.1 f) - Was this equipment :
. Already installed 1
. Specially acquired for the UNESCO CD-ROM ?... 2

Q.1 g) - How many data bases do you have (apart from UNESCO ones) ?...
. 0 1
. 1 to 5 2
. 6 to 10 3
. 11 to 20 4
. More than 20 5

- Which do you use most often ? *(please specify)*

47

Q.1 h) - Do you use other mediums to consult your data bases ?...
. Yes 1
. No 2

If so: What ?...
. On line access 1
. Off line access :
  • on floppy disk 2
  • on tape 3
. Paper 4
. Other *(please specify)* [.....] 5

Q.1 i) - Which information mediums do you like using ?... *(Classify in order of preference from 1 (the most) to 6 (the least) by putting a number in the appropriate space)*
. On line access ..... [ ]
. Off line access :
  • floppy disk ..... [ ]
  • on tape ..... [ ]
  • on optical disk (CD-ROM) ..... [ ]
. Paper ..... [ ]
. Other *(please specify)* [.....] [ ]

- Please say WHY you like your favourite medium ?...

Q.2 a) - Please give the exact date on which you received the CD-ROM ?...

[.....]

Q.2 b) - Please give the date on which the CD-ROM was installed ?...

[.....]

Q.3 a) - Who installed the CD-ROM ?...

. A librarian_____ 1
. A student_____ 2
. A researcher_____ 3
. Head of department_____ 4
. In-house computer scientist_____ 5
. Outside computer scientist_____ 6
. Other *(please specify)*[_____] 7

Q.3 b) - How long did it take to install the CD-ROM ?...

. Less than an hour_____ 1
. 1/2 a day_____ 2
. 1 day_____ 3
. More than 1 day_____ 4

Q.4 a) - Did you encounter any difficulties during its implementation ?...

YES 1 NO 2

If so: What ?... *(please specify)*

Q.4 b) - In your opinion, the implementation of the UNESCO CD-ROM was :

Very easy 1 Fairly easy 2 Fairly difficult 3 Very difficult 4

Q.5 - Was the chapter of the User Manual on installation read and used ?...

YES 1 NO 2 → **Go on to Q.6**

If yes : Q.5 a) - Did you consider the information and instructions to be satisfactory ?...

Yes, very 1 Yes, fairly 2 Not really 3 Not at all 4

Q.5 b) - Would you have liked further information ?...

YES 1 NO 2

If so: What ?... *(please specify)*

Q.6 - Did you encounter any problems with the use of the installation floppy disk ?...

YES 1 NO 2

If so: What ?... *(please specify)*

Q.6 a) - Did the instructions and information appear satisfactory ?...

Yes, very 1 Yes, fairly 2 Not really 3 Not at all 4

Q.6 b) - Would you have liked further information ?...

YES 1 NO 2

If so: What ?... *(please specify)*

USE

Q.7 a) - Is the User Manual used ?...
. The first time _____ 1
. Each time _____ 2
. From time to time _____ 3
. Never _____ 4

Q.7 b) - Is it kept next to the microcomputer ?...
. Yes _____ 1
. No _____ 2

Q.7 c) - Do you find the instructions and information it contains satisfactory ?...
Yes, very 1 Yes, fairly 2 Not really 3 Not at all 4

Q.7 d) - Would you like further information ?...
YES 1 NO 2

If so: What ?... *(please specify)*

Q.8 a) - Have any problems been encountered in the use of the CD-ROM ?...
YES 1 NO 2

If so: What ?... *(please specify)*

Q.8 b) - Do you consider the use of the UNESCO CD-ROM to be :
Very easy 1 Fairly easy 2 Fairly difficult 3 Very difficult 4

Q.9 a) - As regards the screens, do the following points seem :

	Excellent	Satisfactory	Fair	Bad
. Clarity of presentation	1	2	3	4
. Colours	1	2	3	4
. Instructions given at the bottom of the screen	1	2	3	4
. The division into windows at the top of the screen	1	2	3	4
. Other *(please specify)* _____	1	2	3	4
_____	1	2	3	4

Q.9 b) - As regards the "help" screens, were you satisfied with the following points ?...

	Yes very	Yes fairly	Not really	Not at all
. Adequacy of the explanations	1	2	3	4
. Clarity of presentation	1	2	3	4
. Other *(please specify)* _____	1	2	3	4
_____	1	2	3	4

Q.9 c) - Do the "error" messages seem clear ?...
Yes, very 1 Yes, fairly 2 Not really 3 Not at all 4

Q.9 d) - Which of the two retrieval modes is most used ?...
. Expert mode 1 . Assisted mode 2 . Used equally 3

Expert mode :
. Who uses this ?... *(please specify)*

. Do they have experience of the micro CDS/ISIS software ?...
- Yes_____ 1
- No_____ 2

Assisted mode :
. Do you consider the assisted mode to be :
. Very easy_____ 1 . Fairly easy_____2
. Fairly difficult___ 3 . Very difficult_____4
. Have you experienced any difficulties ?...
- Yes_____ 1
- No_____ 2

If so: What ?... *(please specify)*

Q.9 e) - As regards printout and display for each data base :

	UNESBIB	IBEDOCS	ICOMOS	DARE	ENERGY	UNESDATA
Which format do you use most often ?...						
. Short format	1	2	3	4	5	6
. Long format	1	2	3	4	5	6
Is the short format suitable for your needs ?...						
. Yes, very	1	2	3	4	5	6
. Yes, fairly	1	2	3	4	5	6
. Not really	1	2	3	4	5	6
. Not at all	1	2	3	4	5	6
If not : Is the short format ?...						
. Too long	1	2	3	4	5	6
. Too short	1	2	3	4	5	6

Do you have any other suggestions concerning use of the UNESCO CD-ROM ?...

Q.10 a) - Please classify the data bases in descending order from the most (1) to the least (6) used ?...
(Put a number in the appropriate space)

. UNESBIB_____ [_____]
. IDEDOCS_____ [_____]
. ICOMMOS_____ [_____]
. DARE_____ [_____]
. ENERGY_____ [_____]
. UNESDATA____ [_____]

50

Q.10 b) - For what purpose do you use the UNESCO CD-ROM most ?... Please classify the following uses from the most (1) to the least (4) frequent ?... *(Put a number in the appropriate space)*

. Training _____ [ ]
. Demonstration _____ [ ]
. Information retrieval _____ [ ]
. Other *(please specify)* [_____] [ ]

Q.10 c) d) e) - As regards the prototype UNESCO CD-ROM :

	c) About how many people use it a month ?...	**d) Who used it the most ?...** *(Please note order from the most (1) to the least (7)*							**e) About how many times a month is it consulted ?...**
For c) and e) please write the code number in the space provided	**- fewer than 10 1** **- 11 to 30 2** **- 31 to 50 3** **- more than 50 4**	Librarian, documentalist	Researcher	Student	Company or public service personnel	Teacher	Consultant	Other	**- fewer than 10 1** **- 11 to 30 2** **- 31 to 50 3** **- more than 50 4**
The CD-ROM irrespective of data base	[ ]								[ ]

Q.10 f) g) h) - To those who use it mainly for information retrieval : for each UNESCO CD-ROM data base :

	f) About how many people use it a month ?...	**g) Who used it the most ?...** *(Please note order from the most (1) to the least (7)*							**h) About how many times a month is it consulted ?...**
For f) and h) please write the code number in the space provided	**- fewer than 10 1** **- 11 to 30 2** **- 31 to 50 3** **- more than 50 4**	Librarian, documentalist	Researcher	Student	Company or public service personnel	Teacher	Consultant	Other	**- fewer than 10 1** **- 11 to 30 2** **- 31 to 50 3** **- more than 50 4**
UNESBIB	[ ]								[ ]
IBEDOCS	[ ]								[ ]
ICOMMOS	[ ]								[ ]
DARE	[ ]								[ ]
ENERGY	[ ]								[ ]
UNESDATA	[ ]								[ ]

EXPECTATIONS

Q.11 - Did you find any gaps in the data or categories of information for any of the CD-ROM data bases ?...

	YES	NO	**If so: What ?...**
. UNESBIB	1	2	
. IBEDOCS	1	2	
. ICOMMOS	1	2	
. DARE	1	2	
. ENERGY	1	2	
. UNESDATA	1	2	

Q.12 a) - The installation and user manuals were written in English... Was this appropriate for you ?...
Yes, very 1 Yes, fairly 2 Not really 3 Not at all 4

Q.12 b) - As regards the consultation software and the messages appearing on the screen, which language would you prefer ?...

. English_____ 1
. Spanish_____ 2
. French_____ 3
. Other*(please specify)*[_____] 4

Q.13 a) - The UNESCO CD-ROM may be marketed at $200... Do you consider this price acceptable ?...

. Yes, very_____ 1
. Yes, fairly_____ 2
. Not really_____ 3
. Not at all_____ 4

Q.13 b) - What percentage of your documentation purchasing budget (paper and computer) does this represent ?...

. Less than 10% of this budget_____ 1
. 11-30% of this budget_____ 2
. 31-50% of this budget_____ 3
. More than 50% of this budget_____ 4

Q.14 - The UNESCO CD-ROM will be brought up to date at regular intervals... For each data base, please state how often you think this should be :

	Twice a year	Once a year	Every 2 years
. UNESBIB	1	2	3
. IBEDOCS	1	2	3
. ICOMMOS	1	2	3
. DARE	1	2	3
. ENERGY	1	2	3
. UNESDATA	1	2	3

SUMMARY

Q.15 - Taken as a whole, are you satisfied with this UNESCO CD-ROM ?...
Yes, very 1 Yes, fairly 2 Not really 3 Not at all 4

Q.16 - Please rate your level of satisfaction on the basis of the following criteria ?...

	Yes very	Yes fairly	Not really	Not at all
. Consultation principle	1	2	3	4
. Ease of use	1	2	3	4
. Speed of retrieval	1	2	3	4
. Help with retrieval	1	2	3	4
. Display, printout, remote loading	1	2	3	4
. Content of data bases	1	2	3	4
. Other*(please specify)* _____	1	2	3	4
_____	1	2	3	4

5 2

Q.17 - Which other UNESCO data bases would you be interested in ?...

. Index TRANSLATIONUM (reference guide to translated books worldwide)_____ 1
. UNESCO THESAURUS_____ 2
. Education THESAURUS_____ 3
. Directory of institutions specialising in computer science_____ 4
. Directory of research and training centres for the teaching of science and technology_____ 5
. Study abroad (higher education, grants and courses abroad)_____ 6

. Other *(please specify)*

Q.18 - Do you know of, or possess, any printed documents (paper) which correspond to the following five UNESCO CD-ROM data bases ?...

	Have heard of		Possess	
	YES	NO	YES	NO
UNESBIB :				
. List of UNESCO documents and publications	1	2	1	2
IBEDOCS :				
. BIE Documentation Centre Catalogue	1	2	1	2
ENERGY :				
. International Directory of new and renewable energy, information sources and research centres	1	2	1	2
DARE :	1	2	1	2
. World Directory of Social Science Institutions	1	2	1	2
. World List of Social Science Periodicals	1	2	1	2
. Selective Inventory of Social Science Information and Documentation Services	1	2	1	2
. Directory of Social Science Information Courses	1	2	1	2
. World Directory of Peace Research and Training Institutions	1	2	1	2
. World Directory of Human Rights Teaching and Research Institutions	1	2	1	2
. World Directory of Teaching and Research Institutions in International Law	1	2	1	2
UNESDATA :				
. Directory of UNESCO data bases	1	2	1	2

Q.19 - In future, would you prefer to buy :

. Paper documents 1 . CD-ROM 2 . Both 3

DESCRIPTION OF THE ORGANISATION

. Name of organisation : [_____]

. Division or department : [_____]

. Town : [_____] **. Country :** [_____]

. Address : [_____]

. Telephone No : [_____] **. Fax No** [_____]

. Name of person replying to questionnaire : [_____]

. Title : [_____]

. Number of people you are in charge of ?...
- None_____ 1
- 1 to 5_____ 2
- More than 5_____ 3

. Type of organisation :
- UNESCO_____ 1
- United Nations Organisation_____ 2
- A UNESCO national commission_____ 3
- Non-governmental Organisation_____ 4
- Inter-governmental Organisation_____ 5
- Governmental or public organisation_____ 6
- Private organisation_____ 7
- Other *(please specify)*[_____] 8

. Number of staff in the organisation : [_____]
- Number of staff in the documentation department [_____]

. Approximate number of users a month in the documentation department :
- Fewer than 50_____ 1
- 51 to 100_____ 2
- More than 100_____ 3

. Approximate number of consultations per month :
- Fewer than 50_____ 1
- 51 to 100_____ 2
- More than 100_____ 3

Position :
. Librarian, documentalist_____ 1
. Researcher_____ 2
. Student_____ 3
. Teacher_____ 4
. Company or public service_____ 5
. Media professionnal (journalist)_____ 5
. Professional person_____ 6
. Other*(please specify)*[_____] 8

. Stock of documentation :
- Number of works_____ [_____]
- Number of periodicals_____ [_____]

. Average annual budget allocated to the acquisition of documents (in $) :
[_____] $

- Paper mediums [_____] $
- Computerised mediums[_____] $
(disks/CD-ROM, on line access, etc...)

THANK YOU FOR YOUR COOPERATION

54